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MOTOROLA

MX240a

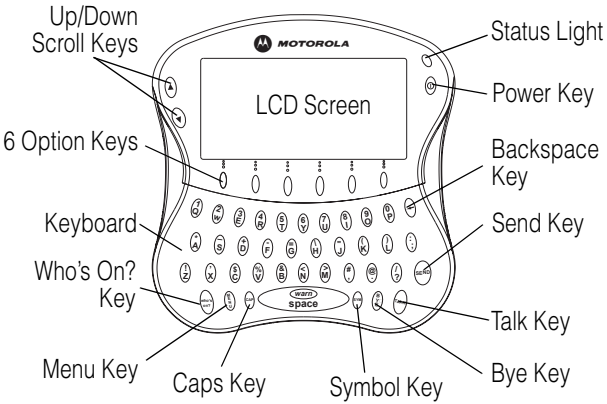
Wireless Instant Messenger

6881041B80-A

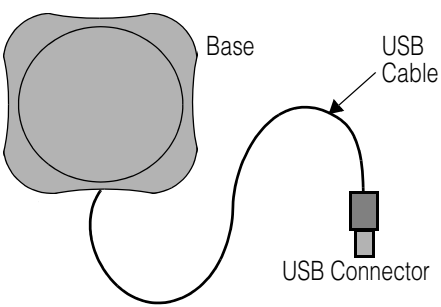
User's Guide >

Welcome

Handheld Unit



Base Unit



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Manual Number: 6881041B80-A

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FCC and Interference Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference; and
- This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment on and off, the user is encouraged to try to correct the interference with one or more of the following measures:

- Reorient or relocate the receiving antenna (that is, the antenna for the radio or television that is “receiving” the interference).
- Reorient or relocate and increase the separation between the telecommunications equipment and the receiving antenna.
- Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, “How to Identify and Resolve Radio/TV Interference Problems.” This booklet is

available from the U.S. Government Printing Office, Washington, D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

The FCC requires this product to be serviced only by Motorola or its authorized service agents. Changes or modifications not expressly approved by Motorola could void not only the user's authority to operate the equipment, but also the limited warranty.

Important Safety Information

Follow these safety precautions to reduce the risk of fire, electric shock and injury to persons or property.

1. Keep all slits and openings of the equipment unblocked. Do not set the equipment on a heating register or over a radiator. Ensure that proper ventilation is provided at the installation site.
2. Do not use while wet or while standing in water.
3. Do not use this product near water (for example, near a bath tub, kitchen sink, or swimming pool).
4. Do not allow anything to rest on the power cord. Place the power cord so that it will not be walked on.
5. Never insert objects of any kind into the product slits as that may result in fire or shock.
6. Do not disassemble this product. If service or repair work is required, contact the Motorola address found in the back of this user's guide.
7. Do not overload wall outlets and extension cords.
8. Avoid using during an electrical storm. Use a surge protector to protect the equipment.

Unplug this equipment immediately if:

- The power cord or plug is damaged or frayed.
- Liquid has been spilled into the product.
- The product has been exposed to rain or water.
- The product has been dropped or damaged.
- The product exhibits a distinct change in performance.

Installation Guidelines

1. Read and understand all instructions and save them for future reference.
2. Follow all warnings and instructions marked on the product.
3. Do not install this product near a bath tub, sink, or shower.

4. Operate this product using only the power source indicated on the marking label. If you are unsure of the power supply to your home, consult your dealer or local power company.
5. Do not place this product on an unstable cart, stand, or table. This product may fall, causing serious damage to the product.
6. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work to restore the product to normal operation.
7. Clean this product with a soft, damp cloth. Do not use chemicals or cleaning agents to clean.
8. Use only the power supply that came with this unit. Using other power supplies may damage the unit.
9. To avoid interference to nearby appliances, do not place the base on or near a TV, microwave oven, or VCR.

Battery Safety Instructions

- Do not burn, disassemble, mutilate, or puncture the battery. The battery contains toxic materials that could be released, resulting in injury.
- **Caution:** There is a risk of explosion if you replace the battery with an incorrect battery type. Use only the battery that came with the product or an authorized replacement recommended by the manufacturer.
- Keep batteries out of the reach of children.
- Remove batteries if storing over 30 days.
- Do not dispose of batteries in fire, which could result in explosion.

• The rechargeable batteries that power this product must be disposed of properly and may need to be recycled. Refer to your battery's label for battery type. Contact your local recycling center for proper disposal methods.

Battery Charger Safety Instructions

Save these Instructions

1. Do not expose the charger to rain or snow.
2. Do not operate or disassemble the charger if it has received a sharp blow, or has been dropped or damaged in any way.
3. Never alter the AC cord or plug provided with the unit. If plug will not fit the outlet, have proper outlet installed by a qualified electrician. An improper condition can result in a risk of electric shock.
4. To reduce risk of damage to cord or plug, pull the plug rather than the cord when disconnecting charger from AC receptacle.
5. To reduce the risk of electric shock, unplug the charger from the outlet before attempting any maintenance or cleaning.
6. Use of an attachment not recommended or sold by Motorola may result in a risk of fire, electric shock, or personal injury.
7. Make sure that the cord is located so that it will not be stepped on, tripped over, or subjected to damage or stress.
8. An extension cord should not be used unless absolutely necessary. Use of an improper extension cord could result in a risk of fire and/ or electric shock. If an extension cord must be used, make sure that:
   - The pins on the plug of the extension cord are the same number, size and shape as those on the plug of the charger.
   - The extension cord is properly wired and in good electrical condition.
   - The cord size is 18 AWG for lengths up to 100 feet, and 16 AWG for lengths up to 150 feet.
9. The supply cord of this charger cannot be replaced. If the cord is damaged, call Motorola Product Services at 1-800-353-2729 in the USA or 1-888-390-6456 TTY (Text Telephone).

Getting Started

Overview

Your MX240a Wireless Instant Messenger is a short-range, portable device that allows you to simultaneously send and receive instant messages (IMs) and participate in chat sessions over the Internet, both in and around your home, from a single PC.

Service Requirements

In order to use the MX240a, you must have:

- A personal computer connected to the Internet (see "Computer Requirements" below).
- An AOL Instant Messenger (AIM) account. You can obtain an AIM account by visiting:

  `http://www.aim.com`

Computer Requirements

The minimum PC requirements for proper operation are:

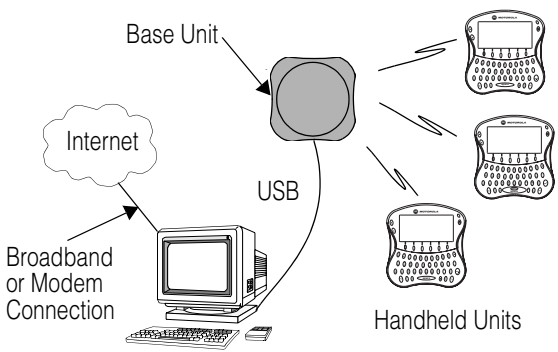
- Windows 98SE, Windows ME, Windows 2000 Desktop, or Windows XP Home and Professional
- Pentium 266 MHz processor or equivalent
- 64 Megabytes of memory
- 20 Megabytes of available disk space
- Powered USB port (version 1.1 or later)
- Modem or broadband Internet connection

What's in the Box?

Your MX240a includes:

- One handheld unit
- One base unit with USB connector
- Rechargeable battery and battery charger
- CD-ROM

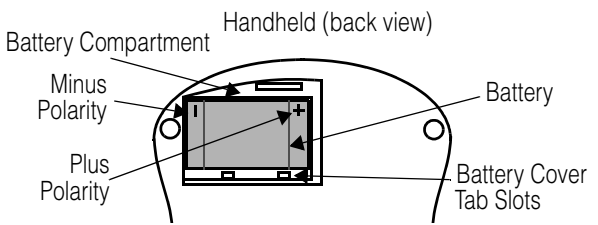
You can add handheld units that will work with your single base unit (refer to following typical MX240a configuration).



Note: One base is capable of operating with up to seven handhelds simultaneously.

Installing the Battery

Action	
1	Remove the battery from the packaging.
2	With the handheld unit face down, lift the battery cover up at the top and remove it.
3	Ensure proper polarity alignment between the battery and the battery compartment.
4	Insert the battery into the battery compartment.
5	Insert the tabs on the battery cover into the unit slots and snap it into place.



Charging the Battery

Charge the battery for 16 hours before using the MX240a handheld for the first time. After first use, the battery will be fully charged within 10 hours. You may use the handheld while the battery is charging.

Note: The base unit does not contain a battery. It receives its power from the USB port.

Action	
1	Plug the charger into the charging connector at the back of the handheld unit.
2	Plug the other end of the charger into an electrical outlet.

Status Light Indicator

The status LED glows red when the battery is charging.

The status LED flashes red and a low battery indicator displays on the screen when there is approximately 10 minutes of operational use remaining in the handheld unit.

Battery Performance

- Always use Motorola Original batteries and battery chargers. The warranty does not cover damage caused from using non-Motorola batteries and/or battery chargers.
- Some batteries perform best after several charge and discharge cycles.
- New batteries or batteries that have been stored for long periods of time may require a longer charge time.
- Maintain the battery at or near room temperature when charging.
- Do not expose batteries to temperatures below –10°C (14°F) or above 45°C (113°F).

- When you do not intend to use the battery for a while, store it uncharged in a cool, dark, dry place, such as a refrigerator.
- Over extended periods of time, batteries gradually wear down and require longer charging times. This is normal. If you charge your battery regularly and notice a decrease in usage time or an increase in charging time, then it is probably time to purchase a new battery.

The rechargeable batteries that power this product must be disposed of properly and may need to be recycled. Refer to your battery's label for battery type. Contact your local recycling center for proper disposal methods. Never dispose of batteries in a fire because they may explode.

Installation and Setup

To use your MX240a unit, the software and hardware must be properly installed on your computer. Before you begin installation, make sure your computer meets the minimum requirements (see page 10).

Software Installation

Action	
1	Insert the MX240a software CD-ROM into your PC's CD tray.
2	The Setup Wizard screen opens. Read the instructions on the screen and click Next. If the Setup Wizard screen does not open automatically, click Start on the Windows toolbar and select Run from the menu. At the prompt, type the drive letter of your CD-ROM followed by setup.exe, then click OK. For example, type: D:\setup.exe
3	The License Agreement screen opens. Read each document, click "I Agree", and click Next each time to agree to the terms.

Action	
4	The User Information screen opens. Enter your name and organization and click Next. **Note:** if you are using Windows 2000 or Windows XP, you may be asked whether you want to allow shared access to the MX240a application. Based on your selection, you can restrict access to the administrator only or allow access to anyone who uses the computer.
5	The Select Installation Folder screen opens. A location to install the software will be suggested. If this is the location you want, click Next. If you want to use a different location, click Browse, navigate to the desired location, and click OK. Then click Next.
6	The Options screen opens. Read the option descriptions and make any changes. When finished, click Next.
7	The Confirm Installation screen opens. Click Next.
8	The Installation Complete screen opens. Click Finish to complete the installation.
9	Remove the CD-ROM and restart your computer.

If you selected the option for a shortcut to be created, you will see the MX240a icon on your desktop. Double click the icon to launch the application.

If you do not see the MX240a icon on your desktop, click Start on the Windows taskbar and select MX240a in the Programs list to launch the application.

Hardware Installation

Action	
1	Plug the USB connector at the end of the base unit cable into an unused USB port on your computer.
2	Place the base unit in any convenient location away from your computer to prevent interference.

When the base is connected and the PC MX240a software is running, a green icon ( ) appears in the taskbar status area.
If the base is disconnected from your computer, a red icon ( ) appears in the taskbar status area. If neither icon appears, launch the MX240a software.

Note: The handheld unit is portable and therefore is not hardwired to the base unit or your computer.

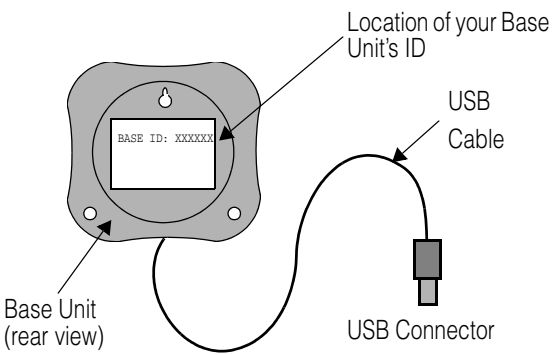
Handheld Power-Up and Registration

To register the handheld unit to the base unit:

Action	
1	Ensure the MX240a software is running on your PC and the base is connected. To check this, look for the green icon () in the taskbar status area of your computer screen.
2	Press and hold to turn on the handheld unit. The Welcome screen displays and the power on alert sounds.

Action	
3	If you are prompted to enter the base ID, skip this step and proceed to step 4. If you are not prompted to enter the base ID, press Menu**.** When the Menu screen appears, press the option key below Regstr to register the base.
4	Enter your base ID and press Send. The ID is a 6-character code located on the bottom of the base unit (see page 18).
5	When the Registration screen opens on your computer, enter a name for your handheld unit and click Accept.

Note: If you are registering a handheld that was last registered to a different base, after step 1 press Menu**,** then select the Regstr option.



PC Setup

After your handheld unit is registered to your base unit, configure the software options for your MX240a unit.

Action	
1	Click on the MX240a shortcut icon on your computer desktop to start the MX240a program if it is not already running. If you do not see the MX240a icon on your desktop, click Start on the Windows taskbar and select MX240a in the Programs list to launch the application if it is not already running.
2	Right click the MX240a unit icon that appears in the status area on the taskbar of your computer.
3	Select Setup from the shortcut menu.
4	From the pulldown list select either Default to set up all your active handheld units or select the name of the handheld unit you want to set up. Click OK.
5	The Setup for (unit name) menu appears containing the list of configurable areas for your handheld.

Note: To obtain help, click the Help button.

Menu Configuration

The configurable items in the menu are:

- Connections
- Alerts
- Options
- Security
- Diagnostics
- Buddy List

Connections

To choose the proper connection for your MX240a unit:

Action	
1	Click the Connections tab.
2	Under Internet Connection, click Modem or Local Area Network (LAN).
3	Under Modem Connections, click “Automatically Dial Internet Connection” or “Require Manual Dialing of Internet Connection” (typically Automatically Dial is selected).
4	If your system uses a proxy server, check the appropriate box and enter the requested information.
5	When all information has been entered, click Apply.

Note: You can customize the way the MX240a will dial up the Internet through your PC. To do this, click the Help button to open the online help screen. The article

"Connecting to the Internet" and the tips in the "Common Problems" section contain valuable information.

Alerts

The MX240a has the following alert types:

- Power On (this alert is not available for user configuration)
- New Message
- Contact Online
- Contact Offline
- Message Sent
- Service Disconnected
- Service Connected
- Out of Range
- Return to In-Range
- Enter Sleep Mode

To customize the alerts for your MX240a unit:

	Action
1	Highlight the alert you want to change and click Browse.
2	Select a different sound file and click Open.
3	Click the blue Play button to hear the alert you have selected.
4	Click the red Stop button to stop the play.
5	Increase or decrease the volume of an alert by clicking the slider bar left or right.

The alert sound you have selected can be modified by clicking on Music Editor. This option allows you to modify the play rate, scale, note duration, and volume of an alert. If you do not want to hear any sound for a given alert, highlight the alert and click the box labeled “Disable Alert on Handheld”. When you are satisfied with your selection, click OK.

Options

You can control who can send you instant messages. To do this, you first must log into AOL Instant Messenger (AIM):

- Connect to the Internet through your Internet service provider.
- Click the Options tab.
- Click on AOL Instant Messenger in the Select a Service box.
- Enter your screen name and password.

To control who can send you instant messages, click the desired options under the Options tab:

- Allow All Users to Contact me
- Allow Only Users on my Buddy List to Contact me
- Block All Users

If you would like to allow only a specific list of screen names to send you instant messages, select the Allow Only Users Below option. Then click the Add Name button and enter a screen name. It will then appear in the box.

If you would like to block only a specific list of screen names from sending you instant messages, select the

Block Only the Users Below option. Then click the Add Name button and enter a screen name. It will then appear in the box.

You can also select or deselect the following checkboxes:

- Show Accept Message Dialogue for Buddies not on my Buddy List
- Show Announcements when users enter/leave
- Block incoming chat invitations

Security

To set up security:

Action	
1	Click the Security tab.
2	Select the name of a registered handheld.
3	Click -----> to move it to the Deactivated list, or click <----- to move it to the Active list. **or** Click Remove to remove the selected handheld completely. **Note:** Deactivating a handheld renders it temporarily inoperative but device settings are retained. Removing a handheld deletes the device settings. Once removed, a handheld must be re-registered with the base to resume operation.

To deactivate all handhelds for a period of time, click the "Disable Handhelds Beginning At" box. Then select a time from the first pulldown list and a duration from the second pulldown list. During the time period specified, all handhelds are deactivated.

Diagnostics

To test your Internet connection:

Action	
1	Make sure you are connected to the Internet, then click the Diagnostics tab.
2	Click the Start Test button. A login dialog box opens.
3	Select a service to test (in this case, AOL Instant Messenger). A login dialog box opens.
4	Enter your AOL screen name and password, then click OK. **Note:** Make sure your computer is "On Line" and that your handheld unit is powered up.

Pass or Fail Test Results indicate the status of important connections. A green box indicates the connection is operation properly. A red box indicates the connection is not operating.

When a connection fails:

Failed	Check
Internet Connection	If you are using a modem, make sure it is connected to the Internet. If you are using a LAN or broadband connection, make sure the connection is functioning. If you are using a firewall or proxy server, make sure the system is configured properly.
Base to Handheld Link	Make sure the handheld is charged, turned on, and registered with the base unit.
USB Link	Make sure the base cable is plugged into the computer's USB port. If you are using a USB Hub, make sure it is a "powered" Hub.
IM Network Service	Make sure you log in with the correct user name and password. Try to access using the AOL Instant Messenger to test the Network Service.

Buddy List

To manage your Buddy List:

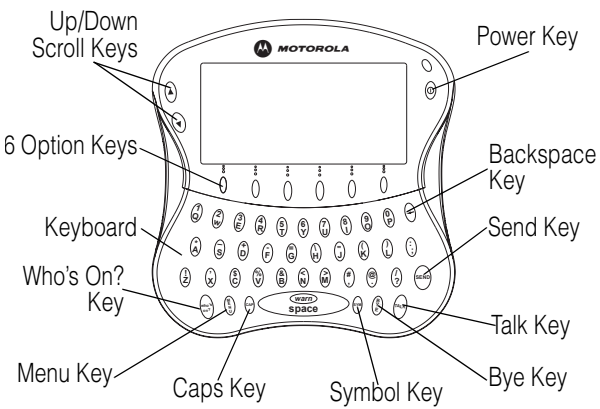
Action	
1	Click the Buddy List tab.
2	Select a service to test (in this case, AOL Instant Messenger). A login display box opens.
3	Enter your AOL screen name and password, then click OK. Your screen name's Buddy List displays.
4	Click the +Buddy button to add a new buddy.
5	Click the +Group button to add a new group. Organize your buddies into 5 or fewer groups for optimal display on your handheld. Never assign the same buddy to more than one group.
6	Select a buddy or group and click the xRemove button to delete them from your list.

Note: You can also manage your Buddy List through AOL Instant Messenger (AIM) on your PC. Changes you make to your Buddy List through the MX240a software will be reflected when you log on to the regular AIM client and vice versa.

Using Your MX240a Handheld

Make sure your computer is logged on to your Internet service provider and the battery in the MX240a handheld unit is fully charged.

Navigating the Menus



Handheld Key Functions

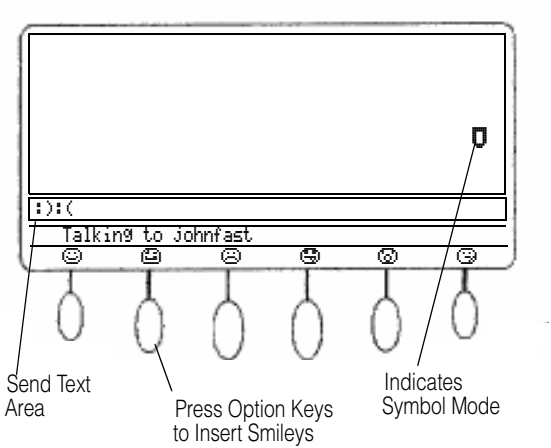
- Power Key ( )—press and hold longer than 1 second to turn power on or off.
- Up/Down Keys ( )—use to scroll main text area only (see page 30).
- 6 Option Keys—select various options.
- Menu Key—press to access options such as login and logoff, chat, register with a base, and set LCD contrast and alert volume.
- Backspace Key ( )—affects Send Text area only; press to delete incorrect text entry.
- Who's On? Key—press to switch to Who's Online Now screen.
- Talk Key—press to switch to Talk screen.
- Bye Key—press to remove the selected IM session.
- Sym Key ( )—press to enter numbers or symbols shown on the keys above the letters; also to display Smileys above option keys (see page 30). Press to activate symbols. displays on the screen. Press twice to lock symbols on; displays. Symbols remain locked on until you press again.
- Send Key—press to send information.
- Cap Key ( )—press to enter capital letters; also to display Smileys above Option keys (see page 30) Press once to capitalize the next letter entered. displays on the screen. Press twice to lock caps on

and ⇧ displays on the screen. Caps remain locked on until you press ⓪ again.

Option Keys

When you press ⓪ or ⓪, ⇧ or ▯ displays on the screen. In addition, Smileys are displayed above each option key.

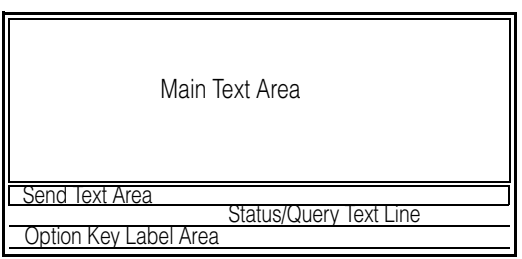
To send a Smiley, press the corresponding option key. The Smiley's text equivalent appears in the Send Text Area as shown in the following screen.



Available AOL Smileys

Smiley	Meaning
	Smiling
	Winking
	Frowning
	Sticking-out tongue
	Yelling
	Kissing
	Laughing
	Foot-in-mouth
	Embarrassed
	Crying
	Lips-are-sealed
	Cool

Entering Text



The Entering Text screen shows the areas where you can enter text. Unlike typical keyboard text entry, with the MX240a unit, you enter text via thumb typing.

Status Icons

There are 2 types of status icons that appear on your screen.

- Buddy status icons:

Status Icon	Description
	Buddy is online using a mobile device
	Buddy is idle
	Buddy is away

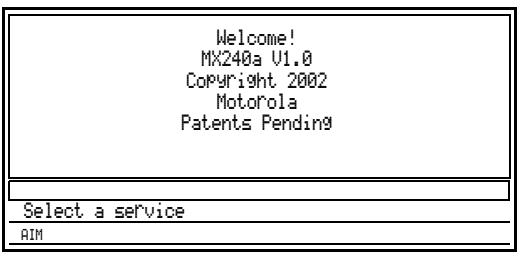
- Device status icons:

Status Icon	Description
	Capitals
	Capitals Locked
	Symbols
	Symbols Locked
	Alert Tone Off

Power Up and Logon a Handheld Unit

Action	
1	Make sure the battery in the handheld unit is fully charged.
2	Press and hold ⏻ until the unit powers on. The Welcome screen displays and the Power On alert sounds.

Welcome Screen



To logon a handheld unit:

- If your handheld can see an active base that you previously registered with, you are asked to select a service. Push the option key below AIM, then login using your AIM screen name and password.
- If your handheld cannot see an active base that you previously registered with, you will see a message stating that it could not contact the base. Move closer

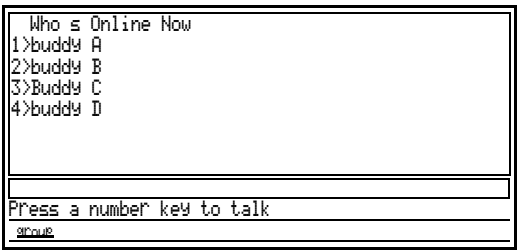
to the base and press the Exit option to try to connect again.

- If you have previously registered with this base and still cannot see the base, refer to “Troubleshooting” on page 39.

If the base is operating and you have not previously used that base:

Action	
1	Press Menu to enter the Setup screen.
2	Press Regstr to register with the base.
3	When prompted, enter the 6-character ID printed on the bottom of the base and press Send.
4	A dialog box opens asking you to accept the registration request from the handheld. Click the Accept button in the dialog box.
5	If you are prompted to select a service, press the option key below AIM.
6	Enter your screen name on the Send Text line and press Send.
7	Enter your password and press Send. The Who’s Online Now screen displays.

Who's Online Now Screen



The Who's Online Now screen shows all of your buddies from your Buddy List who are currently online.

Notes:

- Only buddies who are currently online are displayed on the Who's Online Now screen.
- If no buddies in a group are online, no group is shown on the option keys.
- A total of 60 online buddies can be spread across all groups.
- Only the first 13 characters of the buddy name are displayed.
- The buddy status is shown next to the buddy name. indicates the person is away and indicates a mobile device is being used.

Sending and Receiving a Message

To send messages to a buddy:

Action	
1	Select the buddy you want to talk to from the Who's Online Now list by pressing the number associated with the name.
2	The Talk screen displays. The line below the text entry area will show you who you are talking to and their warning level.
3	The first 6 characters of each buddy name are displayed at the bottom of the screen above the option keys. The buddy's name you selected is underlined.
4	Enter the message and press Send. The Send Message alert sounds. You are now in a private chat with the buddy you selected. **Note:** To add a Smiley to your message, press ⓦ or ⓣ to display the available Smileys, then press the option key under the Smiley you want to include. Double press ⓦ or ⓣ to lock them on.

To receive messages from a buddy:

Action	
1	When your buddy responds with a message, the New Message alert sounds and the LED flashes green if you are not in the IM session. **Note:** While you are in a private chat and you receive another message, the name of the buddy sending the new message appears above an option key. To switch between conversations, press the option key below the name of the buddy you want to talk to.
2	Press Talk to talk to your buddies.
3	Press Who's On? to see which of your buddies is online.
4	Press Talk to switch back to your conversation.
5	When the screen fills with text, up/down arrows are displayed. To see more text, scroll up or down by pressing ⊙ or ⊙.
6	Press BYE to end the currently selected IM session.

Sending a Warning

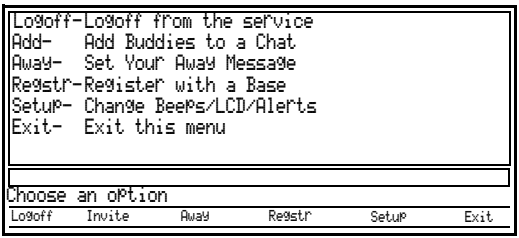
To send a warning to the person you are talking to, press and release ⊙, then press and release Space.

Incoming Chat Request

When you receive an incoming chat request you will be asked to Join Chat with <*screen name*>. You will be

given the option of Yes or No on two of the option keys. Press the option key below your desired choice. If you do not respond to the chat invitation, it will be declined after a short time.

Main Menu Screen



Logoff Your IM Service

To logoff your handheld from the IM service:

Action	
1	Press Menu to display the Main Menu.
2	Press Logoff. The handheld logs off and the display returns to the Main Menu.
3	Press Exit.

Invite Buddies to a Chat Session

You can talk to up to six of your buddies at the same time by adding them to your chat session.

To add buddies to a chat session:

Action	
1	Press Menu to display the Main Menu.
2	Press Invite.
3	Press Curren to add buddies to your current chat session, or New to add buddies to a new chat session.
4	Enter the number of each buddy you want to add to the chat session and press Send.

Set Your Away Message

Action	
1	Press Menu to display the Main Menu.
2	Press Away.
3	Enter the number of the Away message you want.
4	Press Add if no Away messages were previously stored or if you want to add a new message.
5	Enter your Away message (for example, Went to the Mall) and press Send. A buddy who sends you a message automatically receives your Away message. **Note:** You can store a maximum of 5 Away messages. The message is shortened if it is longer than 29 characters.
6	Press ImBack when you return. If a buddy sent you a message while you were away, the status LED flashes green.

Action	
7	Press Talk to display the Talk screen and read the message.

To delete your Away message:

Action	
1	Press Menu to display the Main Menu.
2	Press Away.
3	Press Delete.
4	Enter the number associated with the Away message you want to delete.
5	Press Exit to return to the Main Menu.
6	Press Exit again.

Register With a Base

To register a handheld unit with a base or to re-register a handheld unit to a new base, see page 16.

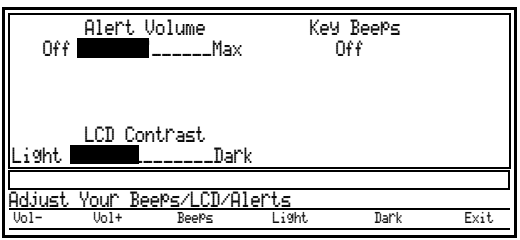
Changing Handheld Setup

To modify the alert volume, LCD contrast, and key beeps:

Action	
1	Press Menu to display the Main Menu.
2	Press Setup.
3	Press Vol-/Vol+ to decrease or increase the volume.
4	Press Beeps to turn key beeps on or off.

Action	
5	Press Light or Dark to increase or decrease the display contrast.
6	Press Exit to return to the Main Menu.
7	Press Exit again.

Beeps/LCD/Alerts Screen



To Power Down Your MX240a Unit

Press ⏻ for 2 seconds.

Troubleshooting

Your MX240a unit comes with a diagnostic program installed. However, the following error messages may appear while you are installing or using your MX240a unit:

Error Message	Action
Can't find base	Make sure your PC software is running and the base unit is plugged into the USB port of the PC.
Incorrect User Name or Password Entered	Re-enter User Name or Password. Make sure ⓘ or ⓘ is not locked on.
Your network connection has been lost	Program will attempt to reconnect; if service is restored, you will be returned to where you were when disconnected.
Network connection could not be reestablished	Try again later to reconnect.

Warranty

MOTOROLA LIMITED WARRANTY FOR PERSONAL COMMUNICATION PRODUCTS, ACCESSORIES AND SOFTWARE PURCHASED IN THE UNITED STATES OR CANADA

What Does this Warranty Cover?

Subject to the exclusions contained below, Motorola, Inc. warrants its telephones, pagers, messaging devices, and consumer two-way radios that operate via Family Radio Service or General Mobile Radio Service ("Products"), Motorola-branded or certified accessories sold for use with these Products ("Accessories") and Motorola software contained on CD-Roms or other tangible media and sold for use with these Products ("Software") to be free from defects in materials and workmanship under normal consumer usage for the period(s) outlined below. This limited warranty is a consumer's exclusive remedy, and applies as follows to new Motorola Products, Accessories and Software purchased by consumers in the United States or Canada, which are accompanied by this written warranty:

Products Covered	Length of Coverage
Products and Accessories as defined above, unless otherwise provided for below.	**One (1) year** from the date of purchase by the first consumer purchaser of the product unless otherwise provided for below.
Decorative Accessories and Cases. Decorative covers, bezels, PhoneWrap™ covers and cases.	**Limited lifetime warranty** for the lifetime of ownership by the first consumer purchaser of the product.
Monaural Headsets. Ear buds and boom headsets that transmit mono sound through a wired connection.	**Limited lifetime warranty** for the lifetime of ownership by the first consumer purchaser of the product.
Consumer Two-Way Radio Accessories	**Ninety (90) days** from the date of purchase by the first consumer purchaser of the product.
Products and Accessories that are Repaired or Replaced	**The balance of the original warranty or for ninety (90) days** from the date returned to the consumer, whichever is longer.

EXCLUSIONS

Normal Wear and Tear. Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage.

Batteries. Only batteries whose fully charged capacity falls below 80% of their rated capacity and batteries that leak are covered by this limited warranty.

Abuse & Misuse. Defects or damage that result from: (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; (c) use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or (d) other acts which are not the fault of Motorola, are excluded from coverage.

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Software

Products Covered	Length of Coverage
Software. Applies only to physical defects in the media that embodies the copy of the software (e.g. CD-ROM, or floppy disk).	**Ninety (90) days** from the date of purchase

Exclusions

Software Embodied in Physical Media. No warranty is made that the software will meet your requirements or will work in combination with any hardware or software applications provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected.

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USA	**Phones** 1-800-331-6456 **Pagers** 1-800-548-9954 **Two-Way Radios and Messaging Devices** 1-800-353-2729
Canada	All Products 1-800-461-4575
TTY	TTY 1-888-390-6456
For **Accessories** and **Software**, please call the telephone number designated above for the product with which they are used.	

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